LED Kit FAQ

Q1) Why is the LED kit making a high-pitched noise when I close the battery door?
A1) This means that the batteries are inserted in a wrong direction. You should take out all the batteries and insert them correctly.

Q2) How come I cannot control the lights after pairing the LED kits to the computer?
A2) Either redetect the drive or Restart the NZXT cam. Make sure to fully close the program and not minimize it.

Q3) Why is the battery life indicator blinking all together in sync.
A3) Either the voltage of the batteries is out of sync or one or more batteries are dead. This means that there is a potential risk of breaking the LED kit or causing the batteries to combust. The safety feature prevents the batteries from being charged at this state. To solve this problem, either charge the batteries on an external smart battery charger (not included with the kit) to match the voltages again or get a new set of 18650 batteries. Remember that all four batteries must have the same voltage and capacity.

A4) The RF USB can connect up to 2 devices at once. When connecting the devices, simultaneously run the paring process.

Q5) How come I cannot connect to the 5 Star LED kit with PL4500 using a RF dongle?
A5) Cycle through connecting both devices individually. Then try connecting to the both the LED kits simultaneously.

Q6) What do I do if one of the LED connections are not turning on?
A6) Check and see if all the screws are tightened all the way and there is nothing interfering between the connections. If all the screws are tight and the LED kits still don’t turn on, reach out to customer service.

Q7) Should I be worried if the LED kit is hot and won’t charge the batteries?
A7) LED kits have a Safety feature (Fail safe?) that Prevents the batteries from being charged when the temperature reaches above and below 43 C (110 f) and 4 C (40). The batteries are dangerous to be operated on these conditions. So the LED kit prevents the batteries from being used.